



**Koninklijk
Conservatorium**

**Royal
Conservatoire**

**Hogeschool der Kunsten
Den Haag
University of the Arts
The Hague**

KC e-Learning Quickguide (students)

Version 1.2

Your KC account

All students at the Royal Conservatoire have an 'KC account'. This means you will not only have a dedicated KC email address but you will also need this account to log into [Microsoft 365](#) and [Teams](#). It is therefore important that your account is in working order and that you have set a safe password. In case you have forgotten your password, you can reset it safely [here](#). If you encounter any problems with your KC account please contact: ict@hdkdenhaag.nl

Teams & Microsoft 365

Microsoft Teams can be regarded as the 'virtual classroom' or Learning Management System (LMS) at the KC. Here your teacher will set up classes, share documents, assignments, feedback and/or have team meetings. Teams can be used on multiple devices, but it is best to use a desktop computer or laptop (see hardware below). Also, make sure you download the [Teams application](#) for the best user experience.

More guides and video-tutorials about Teams can be found [here](#).

With your KC account you will also have access to the entire [Microsoft 365 suite](#) (Word, Powerpoint, Excel, Onedrive) where you can work together on documents, create presentations, upload videos etc.

Hardware & internet connection

In order to properly learn online you will need at least a laptop and or desktop computer. For an all-round best experience in Microsoft 365 & Teams you will need to meet the minimum requirements which you can see on the right.

For the exact hardware requirements for Teams you can go [here](#). If you have any questions about your hardware or software please check this [page](#) for more information.

Requirements

- Windows 10 version 1709 or higher / MacOS 10.13.6 or higher
- i5 processor (or more)
- 8 GB internal (RAM) memory
- 256gb SSD for storage
- Webcam

Tips on improving your internet connection can be found [here](#). As a general rule of thumb; use a wired connection whenever possible and limit the amount simultaneous internet-users in your household when having video-calls/meetings.

Improving online audio quality

If you would like to improve the audio quality for your online vocal- or instrumental sessions, you could make use of a free application called [Jamulus](#). With Jamulus you can connect to special servers (these are in fact public digital rehearsal rooms) that will provide a better audio connection between the connected users. At this moment we are working on the realization of our own Conservatoire-servers to also provide you with non-public digital rehearsal rooms.

For more information on how the application Jamulus works please visit this [page](#). Feel free to contact the [EWP](#) if you have any questions about Jamulus or if you are in need of additional equipment.

Safety & privacy

In terms of privacy, data-protection and cyber security, we always recommend using apps and software supported by the Royal Conservatoire. When in doubt, please contact the [privacy office](#).

e-Learning contact & support

Supportdesk: e-learning@koncon.nl

KC e-Learning guide: koncon.nl/e-learning

Juliana van Stolberglaan 1
2595 CA Den Haag-NL

+31(0)70 315 1515
info@koncon.nl
www.koncon.nl